

**HACKETTSTOWN REGIONAL MEDICAL CENTER
ADMINISTRATIVE POLICIES
PATIENT CONCERNS ABOUT CARE AND SAFETY**

Effective Date: January 2008

Policy No: PC13

Cross Referenced:

Origin:

Reviewed Date: 10/13

Authority:

Revised Date: 10/13

Page: 1 of 1

SCOPE

All departments and patient types.

PURPOSE

To define the means by which patients, their families and the public are encouraged to report concerns about patient care and safety to hospital management and to The Joint Commission.

POLICY

I. At registration, every patient receives a written list of Patient Rights and Responsibilities. The list includes the patient's right to present questions or grievances to a designated hospital staff member. Contact information for the Patient Representative, New Jersey Department of Health Complaint Office and The Joint Commission is included in this document.

II. The hospital's admission packet includes a letter from the Chief Executive Officer which welcomes patients and families to SPEAK UP about any concerns.

III. The contact information noted in A is displayed in each patient room.

IV. The contact information noted in A is present on the hospital's public website.

V. Administrative Policy AD31, Patient Complaints or Grievance, provides guidance to hospital staff, volunteers and medical staff for assisting patients who may have a patient care or safety concern.

REFERENCES

VI. Joint Commission National Patient Safety Goal 13A

VII. Joint Commission Standard APR 8

VIII. Administrative Policy AD31; Patient Complaints or Grievance

IX. Hackettstown Regional Medical Center website: <http://www.hrmcnj.org>